



Manpower Standard

**★TELEPHONE OPERATION - ESS/NON-ESS ADMINISTRATIVE
SWITCHBOARD ELEMENT**

★This Air Force Manpower Standard (AFMS) quantifies the manpower required to accomplish the tasks described in the process oriented description for varying levels of workload. Telephone Operation operates the telephone switchboard to provide command, control, and administrative telephone service for the objective wing including all active duty military, Air National Guard, Reserve, Department of Defense, and nonappropriated fund organizations. Telephone Operation is responsible for operating automatic or manual administrative telephone exchanges, maintenance of the telephone directory, answering customer complaints, and providing customer education. This element applies to all objective wing Telephone Operation Elements in AMC, ACC, USAFE, PACAF, and AETC Undergraduate Pilot Training (UPT) bases during peacetime. It does not apply to Air National Guard or Air Force Reserve installations, Combat Communications Units, or locations undergoing AFI 38-203, *Commercial Activities Program*, cost comparison studies. For locations that have completed AFI 38-203 cost comparison studies, both a positive and negative mission variance must be developed for all work within the organization that has undergone a cost comparison study. The 21 series of Air Force Instructions contains USAF policy and procedural guidance for the Telephone Operation function. This AFMS was developed in accordance with policies and procedures outlined in AFMAN 38-208, *Air Force Management Engineering Program (MEP)*. Send comments and suggested improvements on AF Form 847, **Recommendation for Change of Publication**, through channels, to AFMEA/AEDA, 550 E Street East, Randolph AFB, Texas 78150-4451.

★SUMMARY OF CHANGES

This AFMS supersedes AFMS 38AH, 11 August 1994. It implements format changes to comply with SAF requirements. It also includes minor administrative changes in overall layout of the AFMS. Changes are identified with an ★.

1. Core Composition. The following factors were considered to determine the core manpower required for Telephone Operation:

1.1. An objective wing population of 3055, 72 Primary Aircraft Assigned, located on a base comprising 3500 acres. To support this mission, a digital telephone switch, with operator consoles, are needed with 1632 official telephone numbers in use.

1.2. The level of service provided to support wing flying hours of 16 hours per day, 7 days per week, requires the switchboard to be position manned 24 hours per day, 7 days per week.

1.3. Precedence priorities will be established and followed when operators respond to multiple calls.

1.4. Indirect work involves those tasks that are not readily identifiable with the work center's specific product or service. The major categories of standard indirect work are Supervision, Administration, Meetings, Training, Supply, Equipment Maintenance, and Cleanup. Core man-hours for indirect work are computed within the core processes.

1.5. Core Manpower Required. 10

1.6. Core Range. 5-28 (supports a maximum population of 50,000.)

1.7. Programming Factor. Population Supported.

2. Standard Data:

2.1. **Approval Date.** 1 March 1993

2.2. **Man-hour Data Source.** Workshop Measurement.

2.3. Man-hour Equation:

CONUS: $1106.57 + (.06105290)(X)$

PACAF: $712.472 + (.17042264)(X)$

Europe: $1119.883 + (.07723125)(X)$

2.4. Workload Factor:

2.4.1. **Title.** Telephone Operations Supported Population.

2.4.2. **Definition.** The number of active duty military, civilians, and contractors supported by the element. Also include dependents and students with class B service supported by the element for overseas locations.

2.4.3. **Source.** Personnel accounting records maintained by the analysis branch at the base/wing comptroller's office.

2.5. Points of Contact:

2.5.1. **Functional Representative.** CMSgt Ronnie Robinson, AFC4A/SYVS, DSN 576-3175.

2.5.2. **AFMEA Representative.** Mr. Glen Craft, AFMEA/AEDA, DSN 487-2479.

3. Application Instructions:

3.1. **Step 1.** Determine the average number of active duty military, Department of Defense civilians, and contractors supported by the element. Also include dependents and students with class B service supported by the element for overseas locations.

3.2. **Step 2.** Substitute the population figure for "X" in the applicable standard equation for your location (reference paragraph 2.3).

3.3. **Step 3.** Determine any variance man-hours applicable to your location (Reference Attachment 3).

3.4. **Step 4.** Add/Subtract the man-hours obtained in Step 3 to the man-hours obtained in Step 2.

3.5. **Step 5.** Divide the resulting man-hours by the appropriate MAF and overload factor. Use current rounding rules to compute the whole manpower requirement. If the resulting number is less than 10, enter 10 for your manpower requirement because of minimum manning.

4. Statement of Conditions. This work center is minimally affected by environmental conditions. These factors do not typically affect required levels of manpower for this work center.

BENJAMIN N. CHAPMAN, Lt Col, USAF
Chief, Plans and Productivity Division

Attachments:

1. Process Oriented Description
2. Standard Manpower Table
3. Variances
4. Process Analysis Summary

PROCESS ORIENTED DESCRIPTION**TELEPHONE OPERATIONS - ELECTRONIC SWITCHING SYSTEM (ESS)
ADMINISTRATIVE SWITCHBOARD**

A1.1. SWITCHBOARD OPERATION. Operates switchboard. Responds to call by depressing switch, provides operator identification, and listens to customer's request. Researches quick reference list and directory to determine the number desired. Researches file to ensure requester is authorized access. Requests and annotates billing information. Informs customer of desired number; provides dialing instruction and/or connects customer to requested party, and releases call. Dials number and monitors circuit to ensure connection is completed. Maintains status board.

A1.2. MAINTAINS TELEPHONE DIRECTORY. Maintains master list. Drafts letter to base organization requesting information to be included in base telephone directory. Reviews completed telephone certification list and DSN directory to identify required change. Annotates correction form and types change. Posts change or addition to the information operator's directory file and operator's quick reference list. Coordinates directory publication. Reviews list and enters correction from customer. Transfers corrected information to computer center and requests new master list. Collects and formats General Information section and cover datum. Formats table of contents and collates all required sections of the directory. Transfers copy of directory to base repro for printing. Signs for and transfers printed directory to distribution point. Mails proper amount to authorized organizations.

A1.3. ANSWERS CUSTOMER COMPLAINT. Replies to customer complaint concerning telephone operations and takes corrective action when necessary. Coordinates with commercial telephone company and/or unit maintenance work center concerning equipment malfunction.

A1.4. PROVIDES CUSTOMER EDUCATION. Prepares article pertaining to the proper use and control of telephone facility for publication in the base bulletin/newspaper. Prepares briefing by researching topic and organizing and documenting material. Instructs subscriber and/or unit Telephone Control Officer on the proper use of telephone equipment or service.

A1.5. ANALYZES TRAFFIC. Reviews traffic datum and toll ticket for completeness and accuracy. Analyzes traffic datum and toll ticket to identify workload change and trend which requires adjustment of schedule, procedure, and/or line requirement. Writes report and/or recommendation after researching and evaluating, drafts and proofreads typed copy, and signs completed report and/or recommendation.

STANDARD MANPOWER TABLE											
WORK CENTER/FAC			APPLICABILITY MAN-HOUR RANGE								
Telephone Operations-Administration, 38AH			803.5 - 5303.1								
AIR FORCE SPECIALTY TITLE	AFSC	GRADE	MANPOWER REQUIREMENT								
Comm-Computer Systems Operations Crftmn	3C071	MSG									
Comm-Computer Systems Operations Crftmn	3C071	TSG				1	1	1	1	1	1
Comm-Computer Systems Operations Jrnymn	3C051	SSG	1	1	2	2	2	3	3	3	3
Comm-Computer Systems Operations Jrnymn	3C051	SRA	4	4	4	4	5	5	6	6	7
Comm-Computer Systems Operations Apr	3C031	A1C		1	1	1	1	1	1	2	2
TOTAL			5	6	7	8	9	10	11	12	13
AIR FORCE SPECIALTY TITLE	AFSC	GRADE	MANPOWER REQUIREMENT								
Comm-Computer Systems Operations Crftmn	3C071	MSG			1	1	1	1	1	1	1
Comm-Computer Systems Operations Crftmn	3C071	TSG	1	1	1	1	1	1	1	1	1
Comm-Computer Systems Operations Jrnymn	3C051	SSG	4	4	4	4	5	5	5	5	6
Comm-Computer Systems Operations Jrnymn	3C051	SRA	7	8	8	9	9	10	10	11	11
Comm-Computer Systems Operations Apr	3C031	A1C	2	2	2	2	2	2	3	3	3
NOTE: AFSC 3C1X1 MAY BE SUBSTITUTED AS REQUIRED.											
TOTAL			14	15	16	17	18	19	20	21	22

AF Form 1113, JUN 91 (COMPUTER GENERATED). PREVIOUS EDITION IS OBSOLETE.

STANDARD MANPOWER TABLE											
WORK CENTER/FAC			APPLICABILITY MAN-HOUR RANGE								
Telephone Operations-Administration, 38AH			803.5 - 5303.1								
AIR FORCE SPECIALTY TITLE	AFSC	GRADE	MANPOWER REQUIREMENT								
Comm-Computer Systems Operations Crftmn	3C071	MSG	1	1	1	1	1	1	1	1	1
Comm-Computer Systems Operations Crftmn	3C071	TSG	1	2	2	2	2	2	2	2	2
Comm-Computer Systems Operations Jrnymn	3C051	SSG	6	6	6	6	6	7	7	8	8
Comm-Computer Systems Operations Jrnymn	3C051	SRA	12	12	13	13	14	14	15	15	16
Comm-Computer Systems Operations Apr	3C031	A1C	3	3	3	4	4	4	4	4	4
TOTAL			23	24	25	26	27	28	29	30	31
AIR FORCE SPECIALTY TITLE	AFSC	GRADE	MANPOWER REQUIREMENT								
Comm-Computer Systems Operations Crftmn	3C071	MSG	1	1							
Comm-Computer Systems Operations Crftmn	3C071	TSG	2	2							
Comm-Computer Systems Operations Jrnymn	3C051	SSG	8	9							
Comm-Computer Systems Operations Jrnymn	3C051	SRA	17	17							
Comm-Computer Systems Operations Apr	3C031	A1C	4	4							
NOTE: AFSC 3C1X1 MAY BE SUBSTITUTED AS REQUIRED.											
TOTAL			32	33							

VARIANCES

TELEPHONE OPERATIONS - ELECTRONIC SWITCHING SYSTEM (ESS)
ADMINISTRATIVE SWITCHBOARD

A3.1. Title. Positive Environmental Variance for Translators.

are busy or defaults to the operator. Provides multiple base conference calls daily.

A3.1.1. Description. Operates switchboard (to include translation), maintains telephone directory, answers customer complaint, and provides customer education.

A3.2.2. Impact. +2 manpower authorizations.

A3.1.2. Impact. +4 manpower authorizations.

A3.2.3. Applicability. This variance applies to Barksdale, Ellsworth, Grand Forks, and McConnell Air Force Bases.

A3.1.3. Applicability. This variance applies to Yokota, Kadena, Misawa, and Osan for the language barrier.

A3.3. Title. Positive Mission Variance for Patriot Missile Support.

A3.2. Title. Positive Mission Variance for Sac Operations Center (SOC) System.

A3.3.1. Description. Provide switchboard support to Army patriot missile sites. These positions are funded by the Army.

A3.2.1. Description. Operates the AT&T System 85 PBX for Command and Control Voice Systems. Provides manual telephone service when SOC circuits

A3.3.2. Impact. +3 manpower authorizations.

A3.3.3. Applicability. This variance applies to Bitburg AB GE.

PROCESS ANALYSIS SUMMARY**TELEPHONE OPERATIONS - ELECTRONIC SWITCHING SYSTEM (ESS) ADMINISTRATIVE SWITCHBOARD**

PROCESS TITLE	Core Mnhrs	(PAT) Proj Wkld	(FREQ) Fract Mpwr	Fract Mpwr Required by Min Manning
Switchboard Ops	0.032	0.12097	2.898	9.0917
Maintains Tel Directory	51.105	0.569	0.181	0.181
Answers Customer Complaint	0.31	11.922	0.023	0.023
Provides Customer Education	6.86	1.031	0.044	0.044
Analyzes Traffic	8.11	2.734	0.138	0.138
		Totals	3.284	9.478